



Fryxel

Service Level Agreement (SLA) Policy

The following policy applies only to direct customers of Fryxel and their subsidiary companies. It will describe the uptime we guarantee but also the compensation if service unavailability occurs.

1. Coverage

Our SLA Policy covers the following unavailabilities.

- Service unavailability due to hardware failure
- Service unavailability due to human mistakes of the Fryxel team
- Unscheduled hardware or software maintenance which results in service unavailability

2. Limitations

Events which our SLA Policy does not cover.

- Scheduled maintenance
- Unavailability due to force majeure
- Unavailability caused by the customer

3. Compensation

In the event of service unavailability, the client will be compensated with the terms stated below.

- The SLA claim must be requested within 7 days after the event.
- The affected customer shall request a claim by using the contact page or by the ticket system.
- Fryxel will provide an extension of your affected service(s) equivalent to the duration of the unavailability.
- Fryxel has a maximum time span of 2 weeks to determine validity of the SLA claim. If we suspect the customer caused disruption on purpose then we will deny the request.
- Fryxel reserves the right to reject requested compensation under their own discretion.

